



Procedural Quick Update

#155

RE: How to Add Vehicles Back into the System if They Have Fallen Off
Effective date: June 19, 2014

To: All MVD
From: Kimberly Hamerdinger, Training Director – MVD Learn

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

This PQU covers the process for adding vehicles back into the system if they have fallen off.

There are times when customers come into the office and want to do a title transfer and/or register a vehicle that at one time was titled and registered in New Mexico, but we are unable to locate the vehicle's information in our system.

What you need to do to get the vehicle entered back into the system:

Scenario #1: Customer has New Mexico title in hand.

- Verify with the customer that the vehicle was not titled in another state between the issue date on the title and the date you are completing the transaction.
- Conduct a VIN inspection.
- Run as a First Time out-of-state and select NM and enter the title number.
- This may or may not go into error. If it goes into error, Error Resolution will fix it in the system.

Scenario #2: Customer has no title but has proof of registration and is not changing ownership.

- Obtain Proof of Registration.
- Verify with customer that the vehicle was not titled in another state between the date of the registration and the date you are completing the transaction.
- Conduct a VIN inspection.
- Customer completes Affirmation Certifying Ownership (MVD10010).

Scenario #3: No proof of ownership.

- Follow the surety bond process.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to kimberly.hamerdinger@state.nm.us.